User Guide for the North Carolina Justice Academy's Training Portal

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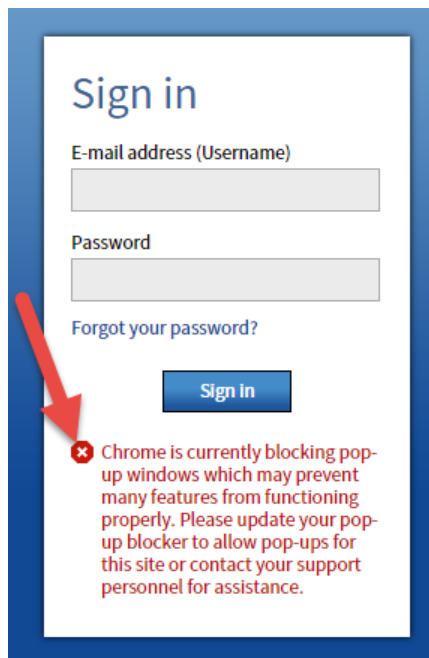
Browsers

The online training works best in the latest version of Internet Explorer.

However, you can use Google Chrome. In Google Chrome you will need to unblock pop-up windows.
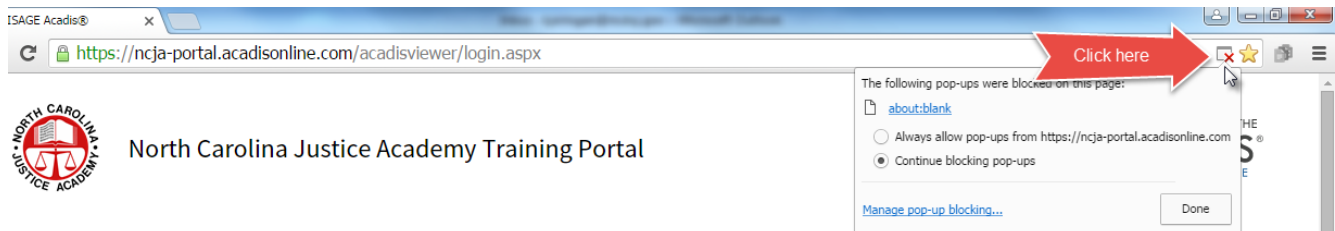
Blocking Pop-up Windows Message in Google Chrome
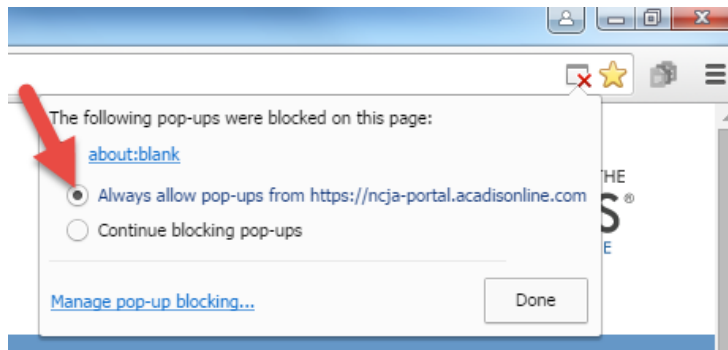
Do you see this message?

You will need to allow pop-up windows in order to take the online training.

Click this icon ⬚✗ on the address/search bar.

Select "Always allow pop-ups from https://ncja-portal.acadisonline.com" and then click "Done."


Contact Information

Contact Anthony Aycock at aaycock@ncdoj.gov for technical support or Kristi Jernigan at kjernigan@ncdoj.gov for content support. They are normally available between 8:00am – 5:00pm Monday – Friday. They will get back to you as quickly as possible. You may also call the Academy at 910-525-4151 to speak to them or leave a message.

New User

1. Go to our portal site at: https://ncja-portal.acadisonline.com.
2. Click on   WebForms   under the "Resources" tab on the right side.
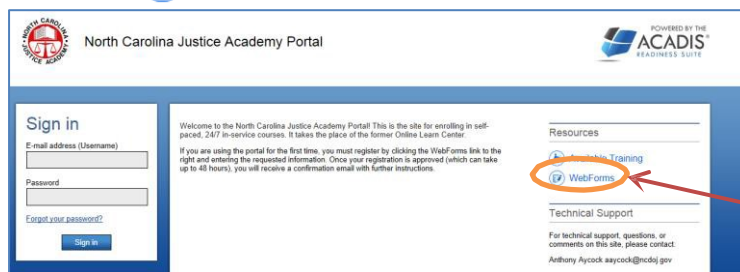
3. Click on "New User Account," complete it and then click "Done" at the bottom of form.
4. Within 48 hours you should receive an email containing your user name which is your email and a computer generated password from the NCJA system administrator.
5. After receiving this email, you can go to https://ncja-portal.acadisonline.com and enter your user name and assigned password.
6. Agree to the "User Acceptance Policy."
7. Create your own password. Please keep in a secure place. Continue.
8. Edit your profile if needed. This information is from the data you provided on the WebForm.
9. Go to the top of page, click on "Training and Events" tab and then click on "Browse or Sign Up for Training."
10. You will see a list of all available courses. If you only want to view online courses, look on the right side, scroll down to find "location", click on "more" and check "online".
     (We are continually adding new courses.)
11. Choose the course you wish to take by clicking on it. See diagram on next page.

12. Click "Assign to Event" or "Assign" – depending on the page you are viewing.
13. Choose "Launch Now." Your course will begin in a new window. Please be patient – depending on your Internet speed connection, this could take a couple of minutes.
14. Complete the course by clicking the "Next" button on the slides.

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**Existing User:** Once you register, you can take all the available online courses.

1. Go to the portal: https://ncja-portal.acadisonline.com.
2. Log in with user name (email) and password.
3. You will see "My Profile," "Online Training in Progress," "Certifications," "Employment," and "See Courses I have already completed" on the Home page.
4. Go to the top of page, click on "Training and Events" tab and then click on "Browse or Sign Up for Training."
5. On the right side, under "location," click "online."
6. Choose the course you wish to take by clicking on it.
7. Click "Assign."
8. Choose "Launch Now." Your course will begin in a new window. Please be patient – depending on your Internet speed connection, this could take a couple of minutes.
9. Complete the course by clicking the "Next" button on the slides.

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If you need to exit the course before completion:

Click on the "Exit button": [×] in the bottom left corner of the slide.

When you are ready to re-start the course, log into https://ncja-portal.acadisonline.com and click on "Continue" button, it will begin on the slide that you exited.

If you receive this message:
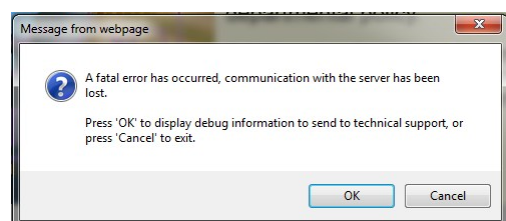
Click ok. If it closes you out of the course, then just login in again. This message occasionally occurs due to a loss in connectivity with the user and the Acadis Portal.

If you forgot your password:

Click on "Forgot your password". Enter your email and you will be sent a new computer generated password.

Sign in

E-mail address (Username)
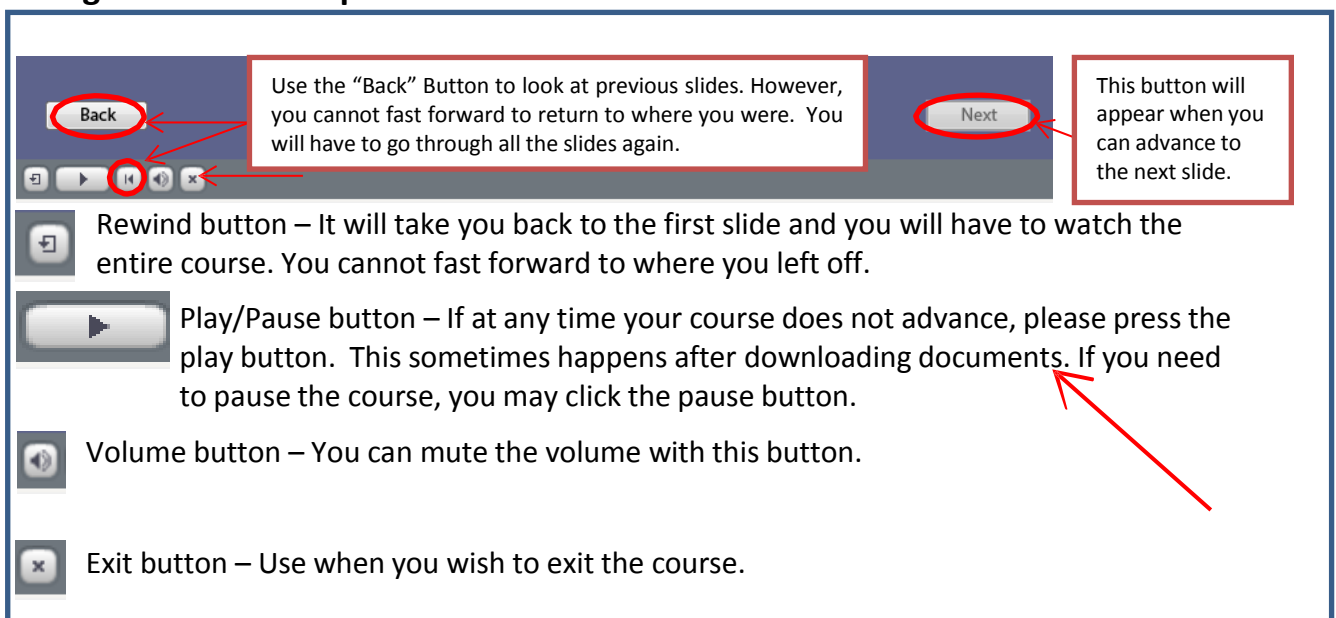
Password

Forgot your password?

Sign in

If course does not advance to the next slide:

To ensure the course is playing, you can hover your cursor over the play/pause button and if you see the word "Pause" the course is active and the next button will show up when the allotted time has passed.

Pause

If by chance you click on a button to open a document or click a link for a video the course may stop playing and you will need to click the pause/play button to continue the course.

Navigation button explanations:

Back

Use the "Back" Button to look at previous slides. However, you cannot fast forward to return to where you were. You will have to go through all the slides again.

Next

This button will appear when you can advance to the next slide.

Rewind button – It will take you back to the first slide and you will have to watch the entire course. You cannot fast forward to where you left off.

Play/Pause button – If at any time your course does not advance, please press the play button. This sometimes happens after downloading documents. If you need to pause the course, you may click the pause button.

Volume button – You can mute the volume with this button.

Exit button – Use when you wish to exit the course.

Course with Video(s)

Videos will not automatically start on the slide or in a new window. You will need to click on the video's play button or icon to start the video. The "Next" button will not appear until you have had time to watch the video.

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Have you watched a video and now want to get back to the course and are unsure what to do next? Review these simple steps.

NOTE: The screenshots show the course in Google Chrome. These same steps apply when using Internet Explorer.

Notice how the actual course is in a pop-up window separate from the NCJA Training Portal (SCORM Launch Page).
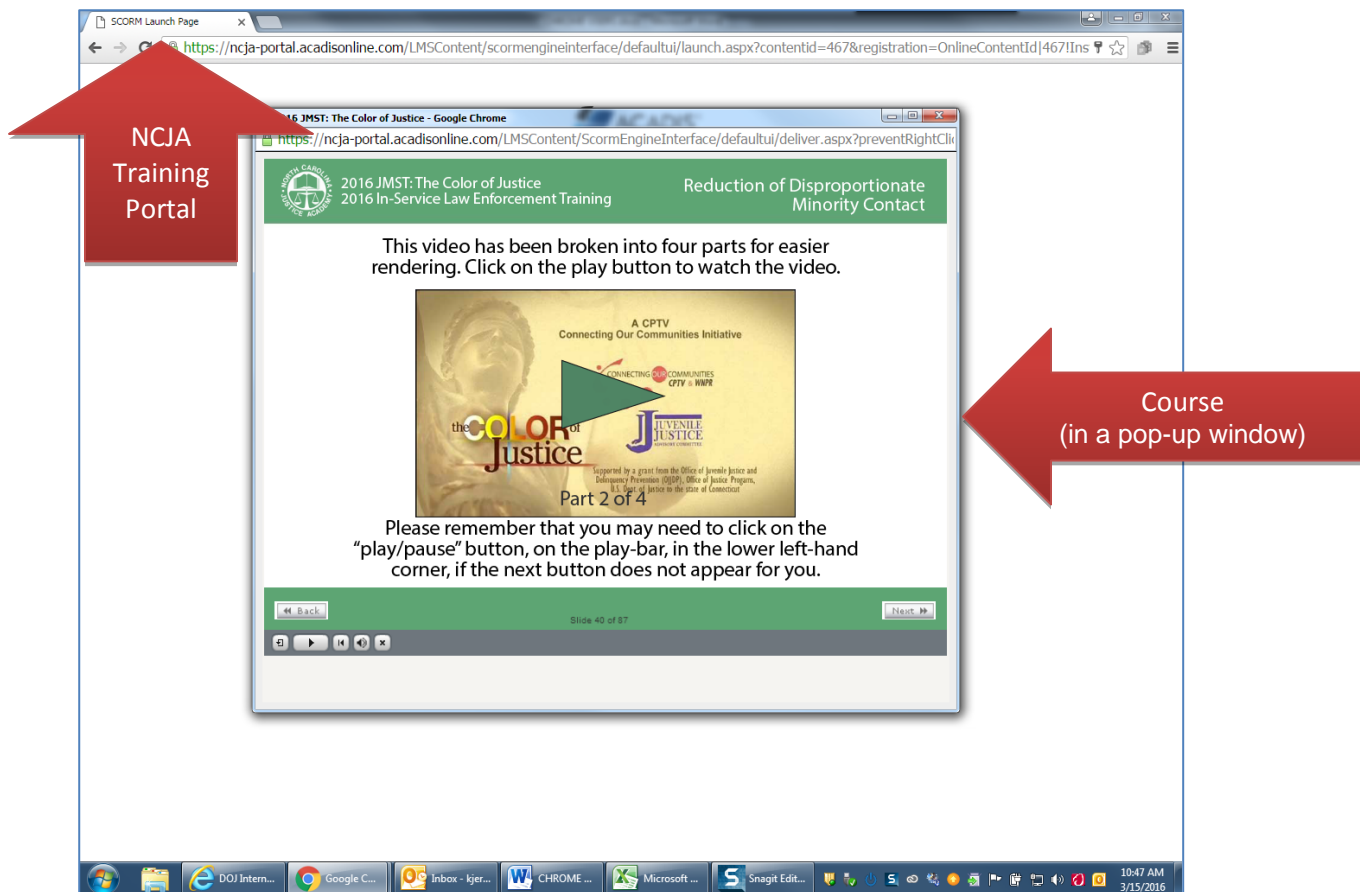
In order to watch a video you will need to click on the button on the course window. It may look different in the various courses that have videos. It may be an icon or an actual button on the screen.

For this example it is an icon, a green triangle.
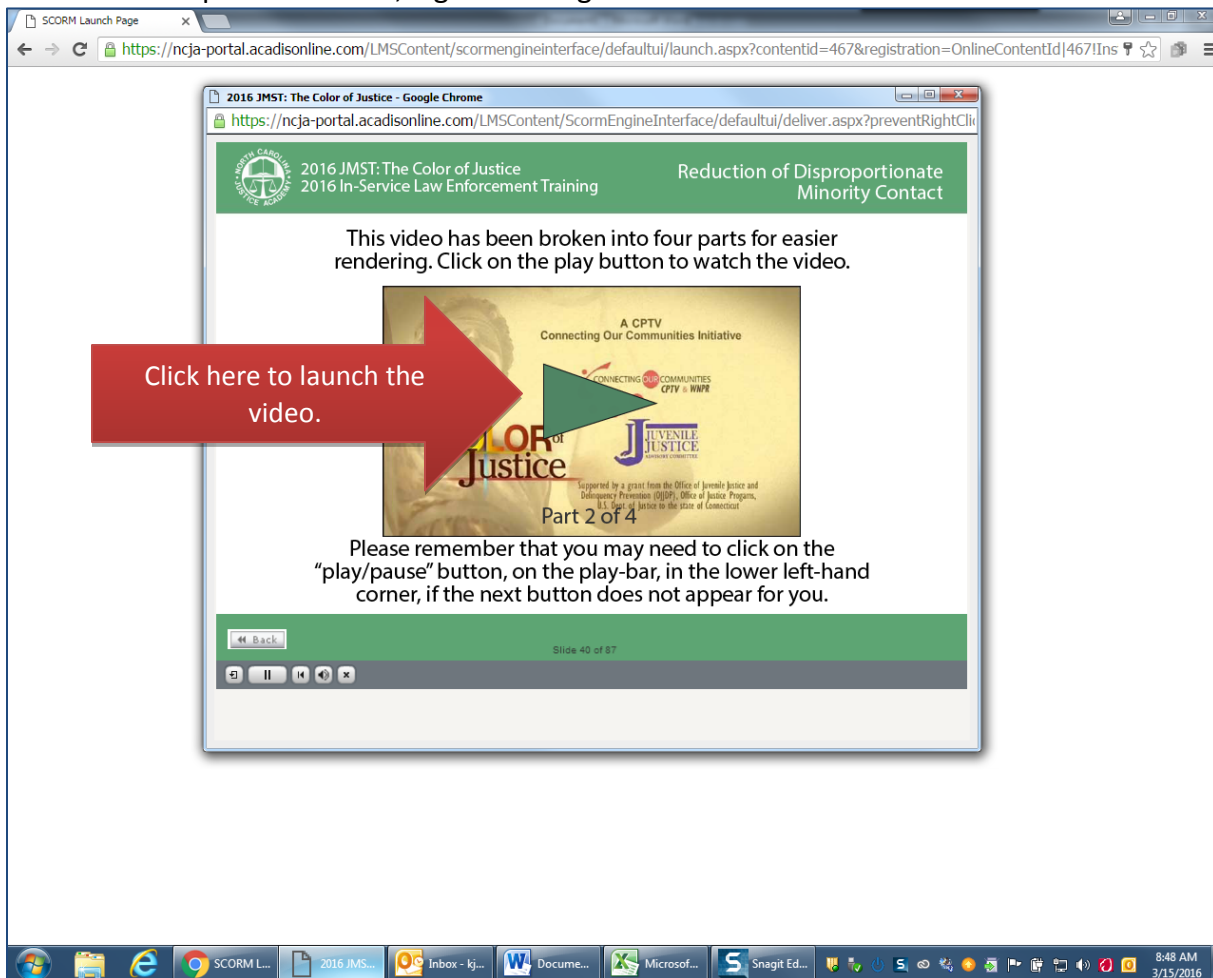
The video will open on a new tab. Click the play button on the screen to watch the video.
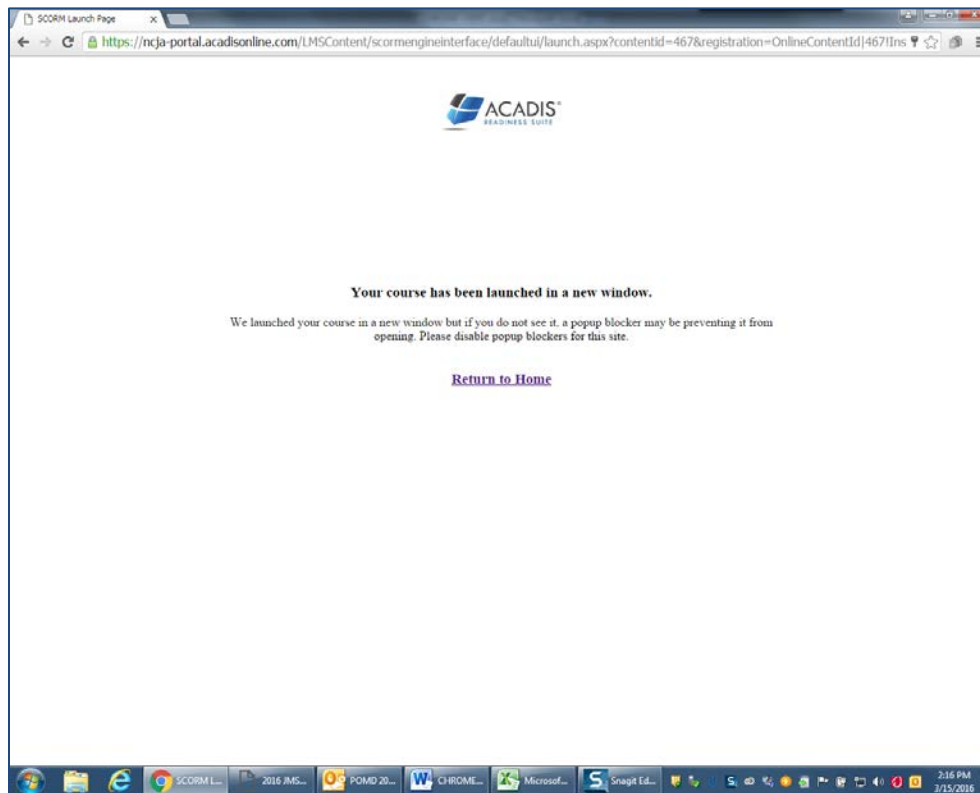

NOTE: Please do not fast forward the video. That will not make the Next button appear sooner on the course. The slide's Next button will not appear until the designated allotted time has passed for the video.

Once the video finishes you can close the tab by clicking on the "X" for that tab.

You should now see this screen. **DO NOT** click on "Return to Home."

If you look at the bottom of the screen at the taskbar you will notice various program icons that you may have open all at once. Since you will have more than one Chrome page open it may be difficult to see the course pop-up window to navigate to. It may look like this:

Option #1: (notice that there are two Google Chrome windows open [circled in red])

Or

Option #2: (if you do not have that many programs open at the time you are taking the course)

If your task bar looks like Option # 1, position your mouse over Google Chrome in the taskbar. Two small screenshots of the Google Chrome windows that you have open will be shown.

Move your mouse over to the window of the actual course to select it and you will be back where you need to be to continue with the course.
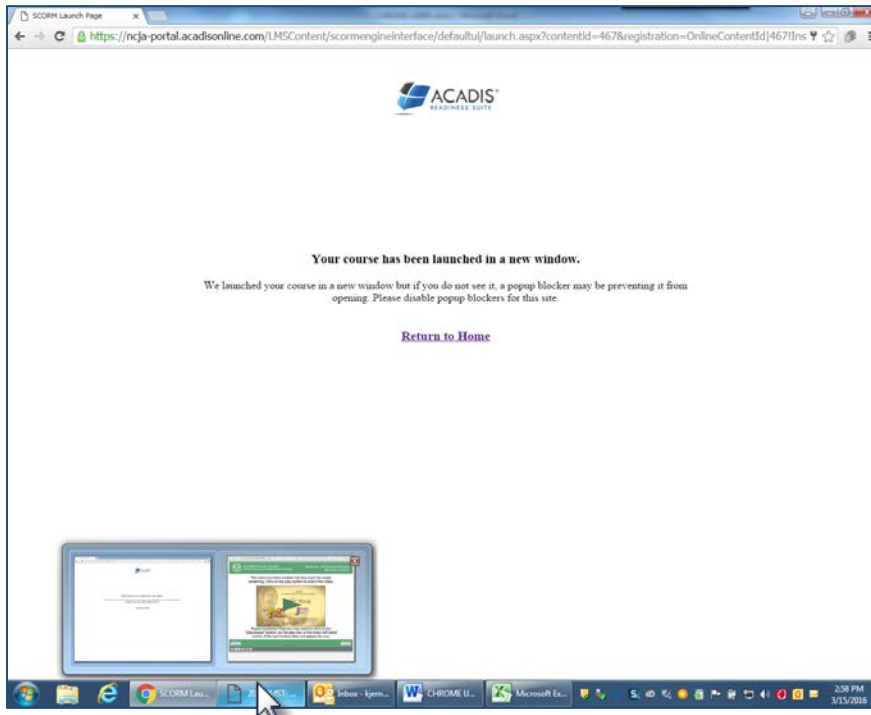
If your task bar looks like Option # 2, position your mouse over Google Chrome in the taskbar. Two small screenshots of the Google Chrome windows that you have open will be shown.

Move your mouse over to the window of the actual course to select it and you will be back where you need to be to continue with the course.
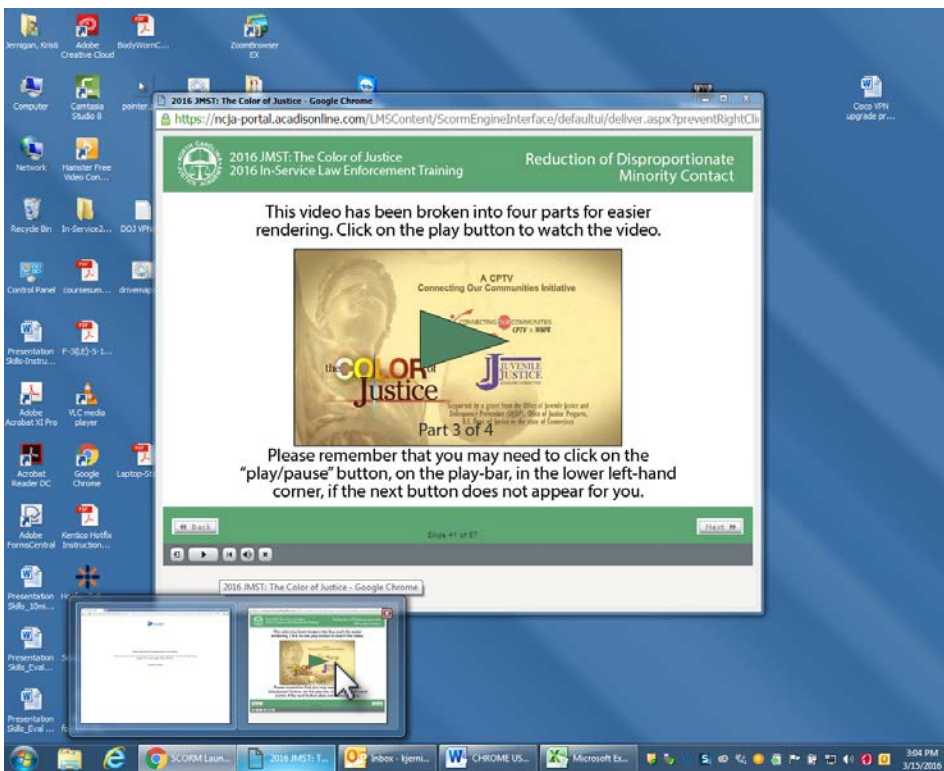
Questions You May Have During the Course:

- **Handouts** – Your course will have at least one handout – the Student Lesson Plan. You will be given an opportunity to download it for your use. You may need to click the "Play button": [▶] to re-start the course after downloading handouts.
- **Tests** – Each course contains a pre-test and knowledge checks which are not graded. The post-test, at the end of the course, is graded. You must make 70% or better to pass the course.
  - If you fail the test, you have one more opportunity to take the course and test again.
  - When you choose to re-take the course, log into https://ncja-portal.acadisonline.com and you will be able to take the course again. If you fail the test a second time, you will need to take the course in a traditional manner.
- **Evaluations** – After the post-test, you will be given a link to Survey Monkey. We need you to complete this survey so we will know how to serve you better.
- **Certificates** – When you complete and pass the course, log into https://ncja-portal.acadisonline.com. On the home page, scroll down and under "Certifications," find the course. Look to the far right and print your certificate.

Certifications					
Name	**Type**	**Issue Date**	**Expiration**	**Status**	
Human Trafficking Protocols for Law Enforcement	Training Requirement	09/04/2014		Active	Print
Officer Safety: Responding to Crimes Off-Duty 2014 In-Service	Training Requirement	08/29/2014		Active	Print
Responding to Individuals with Mental Illness 2013 In-Service	Training Requirement	09/02/2014		Active	Print